

News Clips for March 25, 2008  
Baltimore Examiner

**BUSINESS**

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**WHAT'S MAKING NEWS TODAY**

**PORT OF BALTIMORE WINS CUSTOMER SATISFACTION AWARD**

Royal Caribbean International presented the Port of Baltimore with its "Best First-Turn" award for customer satisfaction. Baltimore topped all international cruise ports served by Royal Caribbean to receive the honor. The award recognizes a passenger's preboard experience at a cruise port, including cruise terminal location and accessibility, parking, security, baggage handling, and the ease of boarding the cruise ship. - *Andrew Cannarsa*

Baltimore Sun

**In Business**

*March 29, 2008*

- The port of Baltimore received Royal Caribbean International's Best First-Turn customer satisfaction award for passenger pre-boarding experience, which includes terminal location, parking, security, baggage handling and ease of boarding.

## AAPA

**BALTIMORE** --- **Royal Caribbean International** (RCI) has presented the **Port of Baltimore** with its worldwide **"Best First-Turn"** award for customer satisfaction. The award recognizes a passenger's pre-board experience at a cruise port. Pre-board includes cruise terminal location and accessibility, parking, security, baggage handling, and the ease of boarding the cruise ship.

*"The Port of Baltimore has been a great partner with both RCI and its many service providers," said **Juan Trescastro**, vice president of land operations, worldwide port operations and guest port services for RCI. "Baltimore has been instrumental in providing our guests an outstanding first and last impression during their cruise vacation experience. To win Best First Turn worldwide for the RCI brand shows the port's dedication to its partners and local community and is a great asset to the city of Baltimore."*

Owned by the Maryland Port Administration, Baltimore's **Cruise Maryland terminal** in South Locust Point opened in 2006 (*Advisory, May 15, 2006*). The terminal offers onsite parking near the pier and is less than 200 yards off Interstate 95 and about 10 miles from BWI Thurgood Marshall Airport. The 60,000 square foot facility also includes seating for more than 750 people and has 36 mobile check-in stations.

Royal Caribbean's 2008 cruise season from Baltimore starts April 26 when *Grandeur of the Seas* returns for the first of 16 cruises from Baltimore to Bermuda, the Caribbean and New England/Canada.



*Royal Caribbean's Grandeur of the Seas docked  
at the Maryland Cruise Terminal in  
the Port of Baltimore  
Photo/Maryland Port Administration*